



FOWGroup BlackBerry Support Questionnaire

What network environment are you using?

Mail environment:

MS Exchange Version:
 IBM Domino Version:
 Other:

Do you require BlackBerry set up?

Yes No

Desktop Redirector
 BlackBerry Internet Service
 BlackBerry Intranet Web Access

Do you require a BES migration/upgrade?

Yes No

What is the current number of BlackBerry users?

What are your BlackBerry growth expectations?

Would this support be for Server and/or Desktop

Server Desktop

How long would you like the support for?

1 year 6 months

Are you interested in 24/7 support?

Yes No

Are you interested in training (support staff or user)?

Yes No

Are you interested in a Failover/COOP strategy for your BlackBerry environment?

Yes No

If yes, would you be interested in any of the following scenarios?

- BlackBerry Clustering Yes No
- Backup BlackBerry Server Yes No

Are there any 3rd party applications installed?

Yes No

If so, what are they?

Are you interested in any 3rd party applications?

Yes No

If yes, would you like to hear more about the following applications?

- MetaMessage -for Continuity of Operations (COOP) Yes No
- Itrezzo - automatically updates contact information including PIN Yes No
- SonicAdmin - Administrative tools to remotely control your servers Yes No
- BB plug-in - to create/modify Remedy tickets (if you use Remedy) Yes No

Are you interested in PKE/PKI (end to end encryption/non-repudiation)?

Yes No

Are there any special projects you want to accomplish?